

**In the Claims**

All of the claims standing for examination are reproduced below with appropriate status indication.

1-39. (Cancelled)

40. (Currently amended) A communication management system, comprising:

a computer appliance associated with a particular user;  
a data repository coupled to the computer appliance storing a directory of contact identities, a user-configured plurality of zones, each zone created by the user and defined by a business or by a social activity, to which contact identities are associated by the user, and user-configured communication management policies that vary by one or both of zone and contact identity; and

software stored on and executable from a machine readable storage medium accessible by the computer appliance, the software providing at least a policy enforcement utility and a message content analyzer a zone manager enabling the user to create one or more zones defined each by a business or a social activity, to associate specific contact identities with individual ones of the zones created, and to create management policies associated with and specific to each zone created; and

an identity/zone firewall acting as an enforcer of management policies and serving as a gateway through which incoming and outgoing communications pass;

wherein individual incoming or outgoing communications are associated at the identity/zone firewall with a zone, by one or both of identities of sender and receiver and message content, and the management policies specific to that zone are enforced before the communications are allowed to pass

wherein, in communication operations, contact identities and message content is analyzed to determine zone association, and management policies are enforced by the software according to zone association.

41. (Previously presented) The system of claim 40 wherein contact identities may be names or aliases of persons or devices.
42. (Previously presented) The system of claim 40 further comprising an interface to a network, wherein the communication involves sending or receiving messages over the network.
- 43-45. (Cancelled)
46. (Previously presented) The system of claim 40 wherein messaging in multiple modes and protocols is supported, including but not limited to voice and text.
47. (Previously presented) The system of claim 40 wherein contact identities of single users or devices may vary by communication mode as well as by zone.
48. (Previously presented) The system of claim 46 wherein the multiple modes and protocols include email, instant messaging, RSS, voice mode, network-news transport protocol (NNTP), file transport protocol (FTP), really simple syndication (RSS), universal discovery description and integration (UDDI), lightweight directory access protocol (LDAP), multipurpose internet mail extensions (MIME, post office protocol (POP), simple mail transport protocol (SMTP), Internet message access protocol (IMAP), session initiation protocol (SIP), text messaging services (TMS), and hypertext transport protocol (HTTP).
49. (Previously presented) The system of claim 40 wherein contact identities include both sender and recipients.
50. (Previously presented) The system of claim 40 further comprising alerts generated from attempted policy violation.

51. (Previously presented) The system of claim 41 wherein contact identity may be in a form of a URI, an email address, a telephone number, a machine address, an IP address, or a text messaging address.

52. (Previously presented) The system of claim 40 wherein management policy includes automatic handling of incoming and outgoing communication events, the handling determined by one or both of contact identity and mode of communication.

53. (Previously presented) The system of claim 40 further comprising an interactive user interface for a user to create and populate zones, enter contact identities and create, edit, and associate policy.

54-69. (Cancelled)

70. (Currently amended) A method for communication management, comprising the steps of:

(a) creating by a user at a computer appliance associated with that user, using a zone manager software, a plurality of message zones each defined by a business or by a social activity of that user;

(b) creating by the user, using the zone management software, a plurality of management policies and associating at least one management policy with each zone created;

(c) associating by the user, using the zone-management software, specific contact identities with individual ones of the zones created;

(e d ) intercepting incoming and outgoing communications at an identity/zone firewall through which communications must pass;

(e) determining zone for intercepted communications by one or both of identities of sender and receiver and message content; and

- (f) enforcing whatever management policy is associated with the determined zones before the communications are allowed to pass.
- determining, by software executing from a machine readable storage medium coupled to the computer appliance, contact identities associated with a message received or to be sent, and analyzing message content;
- (d) consulting a stored directory of contact identities, management policies associated with zones, and associations between them, determining thereby a management policy to be enforced for the current message; and
- (d ) enforcing, by the software, for the message, the management policy determined in step (d).

71. (Previously presented) The method of claim 70 contact identities may be names or aliases of persons or devices.

72. (Previously presented) The method of claim 70 further comprising a step for routing the message via one or more network interfaces according to zone and management policy.

73 -74. (Cancelled)

75. (Previously presented) The method of claim 70 wherein messaging in multiple modes and protocols is supported, including but not limited to voice and text.

76. (Previously presented) The method of claim 70 wherein contact identities may vary by communication mode as well as by zone.

77. (Previously presented) The method of claim 76 wherein the multiple modes and protocols include email, instant messaging, RSS, and voice mode.

78. (Previously presented) The method of claim 70 wherein contact identities include both sender and recipients.
79. (Previously presented) The method of claim 70 further comprising generating alerts for attempted policy violation.
80. (Previously presented) The method of claim 70 wherein a contact identity may be in a form of a URI, an email address, a telephone number, a machine address, an IP address, a text messaging address, network-news transport protocol (NNTP), file transport protocol (FTP), really simple syndication (RSS), universal discovery description and integration (UDDI), lightweight directory access protocol (LDAP), multipurpose internet mail extensions (MIME), post office protocol (POP), simple mail transport protocol (SMTP), Internet message access protocol (IMAP), session initiation protocol (SIP), text messaging services (TMS), and hypertext transport protocol (HTTP).
81. (Previously presented) The method of claim 70 wherein management policy includes automatic handling of incoming and outgoing communication events, the handling determined by one or both of contact identity and mode of communication.
82. (Previously presented) The method of claim 70 further comprising a step for creating and populating zones, entering contact identities, and creating, editing and associating policies.